

No. 180/26

22nd June 2026

Dear Colleague

Royal Mail Group: Hybrid Working Policy - Decision to Impose Four Day Working in the Workplace

Branches with Admin members including Customer Services, Finance Services, HR Services, and LA1s as well as Parcelforce Admin and PFSL will be aware that the current hybrid working policy, which has been in place since August 2023, allows for a maximum attendance of two days at home and three days in the workplace (on a normal full-time five-day working week).

We have today been formally notified by Royal Mail Management that a decision has been made to enforce a return to four days in the office and the other one day from home for full-timers, and on a pro-rata basis for part-timers. Royal Mail's decision has been made unilaterally, and they are not seeking our agreement to this change, as hybrid working was deemed by RM to be discretionary.

The RM comms to Senior Managers is attached to this LTB and the plan is to introduce the new arrangements from 1st August, with July being a transition month.

Many of our Admin grade members will obviously be extremely disappointed by this news as they have made their own arrangements due to personal circumstances around travel, childcare, other caring duties etc. for the three days in the office and two days at home policy. This change will create a level of upheaval that will not be welcomed.

Finally, members are advised to speak to their CWU Representative for support, advice and guidance.

Further developments will be reported via a LTB once further discussions have taken place.

Yours sincerely

Andy Furey
Assistant Secretary

Hybrid working: Four-day office working Senior Leader Toolkit: 17 June 2026

As we continue on our transformation journey, and if we are to beat the competition to becoming the nation's go-to delivery service, we need to seek out every opportunity to improve our performance.

As we all discussed at the Senior Leaders Conference last month, this includes improving our ways of working to intensify the pace of change, increase the speed and effectiveness of decision making and remove barriers to getting things done quickly and effectively.

One of those opportunities is bringing colleagues closer together again in support of delivering our priorities at pace. Which is why we are revising our hybrid working policy, moving to an **expectation of office working four days a week**.

As Senior Leaders, we want you to own finding solutions for making this approach work with your own teams. You are all best placed to do this, as you understand how best to communicate with your people, how the team operates currently and how and where people's roles will have the most impact for the business.

This is an important moment in how we change the pace and performance of the business. Your leadership will determine how successfully we land it.

Thank you for owning and driving this change.

Alistair Cochrane
Chief Executive Office